



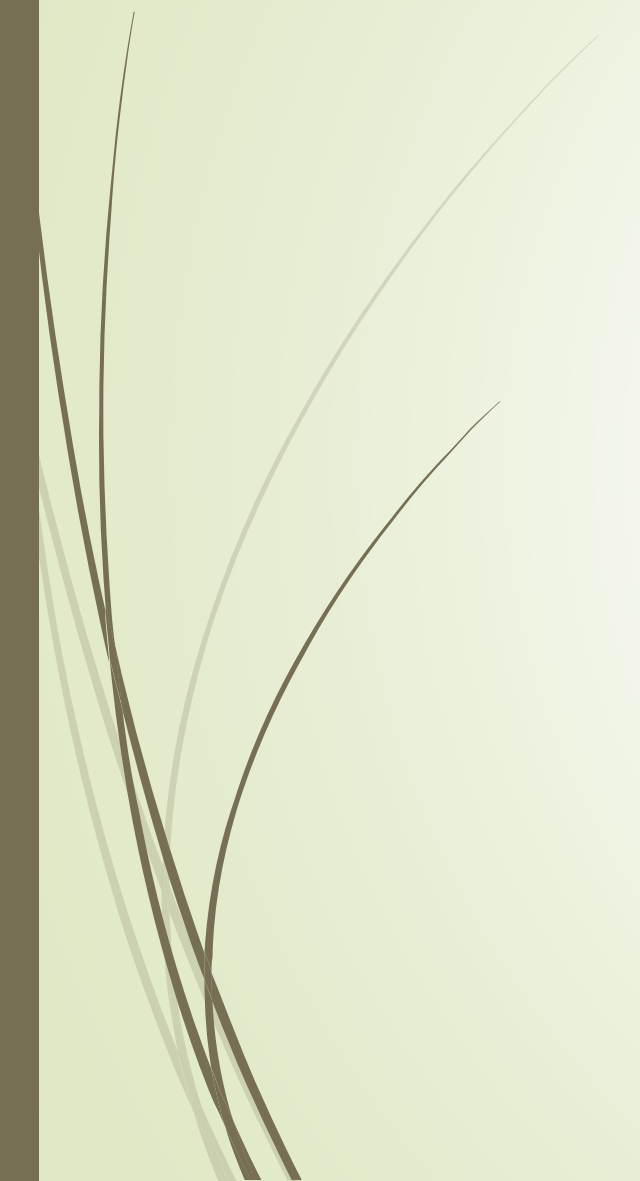
# Opportunities for Implementing System of Care Practices into Integrated Health Homes

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*System of Care/Wrap Around Concepts from Kelly Pipkins Burt, M.Ed., LPC  
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# Presentation Objectives

- Crosswalk the pediatric system of care model with the IHH approach to care
  - Share SOC/Wraparound practices & tools as options to embed into IHH services
- 



# Basic Tenets of Wraparound in a System of Care Model

- One family, one team, one plan that meets all needs and mandates
- Works on 1-2 priority needs/goals to 100% success before moving onto others (less confusion for family)
- Strength-based, Needs-focused, Outcome-driven action planning
- Family centered and driven by family
- Creative solutions to complex needs
- Sustained helping relationships for family who are non-professional

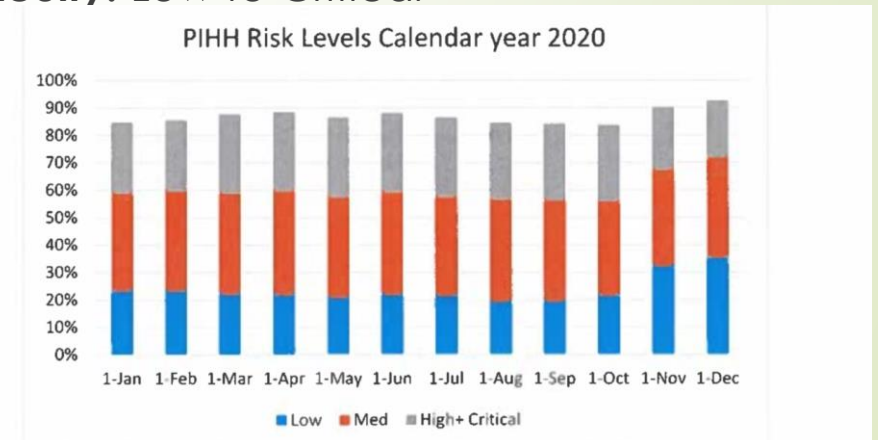
# Crosswalk between SOC & IHH

## SOC/Wraparound Model

- **Caseload Size:** Lower Caseload
  - Originally averaged 20-25 per caseworker
  - Now Orchard Place's SOC caseload is blended with IHH: 38 SOC and 50 IHH
  - SOC cases are considered weighted by 2 = 126 caseload. Monthly state reports and quarterly utilization reviews
- **Eligibility:** uninsured, Hawk-I, or private payer
- **Acuity:** High to Critical ~ at risk for out of home placement

## IHH Model

- **Caseload Size:** Higher Caseload (average 130-200)
- **Eligibility:** Medicaid
- **Acuity:** Low to Critical



*\*Note that the total youth percentages do not add up to 100%; this is primarily due to data entry issues.*



# Wraparound is NOT

- **A Program**

Wraparound is “how you walk through the door.” It is a process that guides how you help families.

- **A Service**

Wraparound is NOT a service. It is a process of integration that puts a family in the drivers seat and meets their prioritized needs one by one until they reach their vision.

- **A Fix**

Wraparound is a level of support until the family takes over handling their own challenges. **(Do For – Do With – Cheer On)**



# The Big Five!



1. Natural Supports
2. Individualized/Needs Based
3. Culturally Responsive/Humble
4. Strength Based
5. Community Based Integration



# Natural Supports & Individualized

# Cannot Underestimate the Importance of Natural Supports

- Natural supports have more influence on youth and families than do services.
- Engaging natural supports in the process can significantly increase the potential success of the plan.
- People with strong natural support systems are healthier, happier and do a better job raising their kids.
- Natural supports can be present long after services go away.





# Eco-Map



## Key

- Positive Relationship
- - - Tenuous Relationship
- ~~~~~ Stressful Relationship
- Indicates the direction of energy flow
- Line thickness indicates intensity of relationship





# Wraparound is an Individualized, Needs-Based Process

- Wraparound is a process of on-going need identification, prioritization and planning.
- A family's success is typically measured by a compliance/follow through to a service. When they fall short on compliance, the family is blamed.
- Wraparound explores- “are the services/solutions meeting the individualized needs of the family and does it match their strength and culture.” If not, we update the plan, not blame the family.



# Individualized: Need vs. Service

- Needs **DO NOT** include services or solutions
- Services and solutions are the means by which the needs may be met
- **Identifying needs** help to individualize care plan goals and objectives when working with families
- Participants may have the same need, but for very different reasons
- While “real” friendships might be a need it is unnatural to seek out friends. Friendship is something that evolves naturally through time and experience. More manageable needs might be:
  - Someone to \_\_\_\_\_ with
  - Someone to help me with \_\_\_\_\_

# Needs and Services



- A need is not a service! I.E. A service is not the same as a need!
- Please, question a provider when any of the following are said:
  - "This child needs residential."
  - "This child needs therapy."

*What are those services helping or supporting that youth to do?  
In other words, what is the need behind the service?*





# A need is not...

- ▶ An action step ~ “to get a job” is not a need, but “help me afford my bills every month” is a need.
- ▶ A service ~ “I need therapy” is not a need. Therapy may meet the need of “healing from my mom’s death.”
- ▶ Not the same as a want or desire. “I need a new house” is not a need but a want. They may want it because “they need more space.”
- ▶ A need is defined by the person having it. We don’t say, “I think you need..” but rather, “what do you need?”



# Giving and receiving help

## ➤ **Help isn't help unless it is asked for!**

(Garret Keizer, from Help, The Universal Human Dilemma)

- Our offers of help may be ignored if we don't take time to get to really know the family culture and build how they receive help into the plan. These are the families that are often blamed or labeled difficult to work with.



# Culturally Responsive & Strength Based



# Culturally Responsive/Humble

- Cultural responsiveness and humility includes race, ethnicity, family culture and preferences.
- Culturally responsive/humble staff do cultural exploration at many levels of family culture.
- Each family and person has a unique culture that includes preferences, decisions, and values.
- Culture is our invisible suit we wear daily





# Levels of Culture

**Level One:** Living preferences, traditions, hobbies, activities, spiritual choices.

**Level Two:** Family rules, expected behaviors, historical patterns of resilience, how decisions are made, etc.

**Level Three:** Family handling crises/trauma, how family deals with stress.

# Important Life Domains

- Family
- Emotional
- Friends
- Vocational
- Educational
- Safety
- Spiritual
- Financial
- Medical
- Legal
- Residence
- Social/Fun



*Handout includes multiple sample questions for these domains.*



# Strength based

- Everyone has a skill and things that work well for them
- We must have detailed examples on strengths to build on what works
- Successful skills measured at each meeting or quarterly contact



# Reframing: Noticing the Positive

- 
- Child runs away a lot
  - Family is always in crisis
  - Family resists assistance services
  - Child has a negative peer group
  - Child has low self esteem
  - Child is assaultive
  - Child is unable to stay on task
  - Family is dysfunctional
  - Child has good survival skills
  - Family is adaptable
  - Family desires independence
  - Child is able to make friends
  - Child is self reflective
  - Child tries to stick up for herself
  - Child is curious, inquisitive
  - Family is overwhelmed/services are inadequate





# Community Based Integration


(pre/during/post crisis)

# The Need for Community Based Integration:

where there is collaboration and coordination across interagency network



- Families feel pulled between agencies.
- Families in crisis need integrated/coordinated support. Not silo-ed support, and especially no blaming and shaming (the family or between providers)



# What is Good Wraparound Community Based Integration?

- ✓ Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single plan.
- ✓ The plan reflects a blending of team members' perspectives, mandates, and resources.
- ✓ The plan guides and coordinates each team member's work towards meeting the goals.



# IHH VERSION OF A “*FAMILY TEAM MEETING*”



Case study examples



Thank you!

Questions or Comments?

